

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IN RE APPLICATION OF:
Michael P. Lilly, et al.

CONFIRMATION NO.: **1577**

SERIAL NO: **09/690,566**

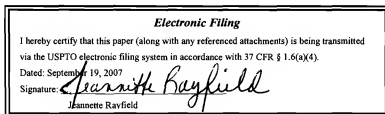
: EXAMINER: **Beth Van Doren**

FILED: **October 17, 2000**

: GROUP ART UNIT: **3623**

**FOR: SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER
SERVICE IMPACT**

MAIL STOP Amendment
COMMISSIONER FOR PATENTS
P.O. BOX 1450
ALEXANDRIA, VA 22313-1450



REPLY PURSUANT TO 37 CFR § 1.111

In response to the Official Action dated April 19, 2007, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- ☐ **Amendments to the Specification** begin on page _____ of this paper.
- ☒ **Amendments to the Claims** are reflected in the listing of the claims which begins on page 2 of this paper.
- ☐ **Amendments to the Drawings** begin on page _____ of this paper and include an attached replacement sheet.
- ☒ **Remarks** begin on page 14 of this paper.